

Haugh House Care Home Service

2 Haugh Street
Stockbridge
Edinburgh
EH4 1LT

Telephone: 01313152238

Type of inspection:
Unannounced

Completed on:
23 September 2025

Service provided by:
Fairview Care Limited

Service provider number:
SP2023000006

Service no:
CS2023000010

About the service

Haugh House is a care home situated in Stockbridge, Edinburgh. The home is registered to provide a care service to a maximum of 15 older people. The service is provided by Fairview Care Limited.

At the time of this inspection there were 13 people using the service, supported by a team comprising of a manager, team leader, senior carers and carers.

Community nurses support the staff with any nursing care people may need.

The accommodation is provided on the ground and first floors. There is an attractive and welcoming entrance to the home with seating areas which are well used.

Each resident has a sitting room/bedroom, with a small kitchen area, and an en-suite shower room.

There is a spacious dining room and lounge and direct access to a patio garden area to the rear of the property, overlooking the Water of Leith.

About the inspection

This inspection took place between 11-17 September 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with eight people using the service and five of their family-representatives.
- Spoke with seven staff and management.
- Observed practice and daily life.
- Reviewed a wide range of documents.
- Spoke with two visiting professionals.

Key messages

- The staff team were skilled and knowledgeable. Family members consistently spoke positively about staff insight, positive communication and staff using their skills and experience to pick up on changes to people's presentation pro-actively.
- Management were described as being approachable and visible at Haugh House. Everyone we spoke with knew the management team and said they were confident about raising any issues with them.
- People experiencing care said staff respected and listened to them. Support was delivered at a pace which suited their needs and abilities.
- Haugh House offered a welcoming and homely environment to the people who lived there.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

People who lived at Haugh House consistently told us staff worked with kindness and respect. They never felt rushed during care delivery and they valued the quality of support provided. We heard, "staff are considerate and good at listening, I know them well, they always have time for a chat. We are well cared for here."

Family members told us staff knew their loved ones well. They took comfort from staff pro-actively raising any issues or changes to their family members presentation, telling us staff always spoke with insight into their loved one's needs, likes and routines.

We observed staff practice, noting they were good at engaging with people. We viewed several care delivery episodes where staff used equipment to facilitate transfer between chair and wheelchairs. These transfers were undertaken with skill and sensitivity.

We spoke with visiting professionals, receiving positive feedback around staff's ability to follow any guidance they provided. It was evident there was good partnership working between the service and professionals from health and social care agencies. We were confident from the feedback received that the service pro-actively referred people on for assessment when their needs changed. This contributed to very good outcomes for people experiencing care.

The service maintained care related documentation to a high standard. Medication was administered as per prescribers instruction. Protocols for administration of as required medications were detailed and up-to-date. We were impressed by how the service managed stress-distressed presentation for people, noting minimal usage of mood altering medication.

The service supported people to independently maintain contact with their people and friends from their community. Several residents enjoyed being able self-travel to local amenities. The service managed this effectively, considering risk based approaches to facilitating safe self-travel.

How good is our setting?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

People were encouraged to personalise their rooms to their taste. They told us they liked having their own photographs, wall art and decorations around them. This helped them feel at home.

All bedrooms had en-suite facilities, with their own toilets and showers. The bedrooms were spacious and benefitted from having their own small kitchen areas, with mini fridges.

Equipment was well maintained, with servicing and regular checks helping ensure that it was safe for use in care delivery. Facilities were well managed, with appropriate testing done around the likes of tap water temperatures and Legionella safety.

We did find some equipment that showed signs of wear and tear. We raised this with management, receiving a prompt response. The items in question were replaced swiftly. We observed that these issues should have been escalated by staff pro-actively or highlighted and addressed through routine environmental audits.

People benefitted from a level access garden area to the rear of the home. The garden adjoins the Water of Leith walkway and offered a safe and pleasant outdoor setting. There were a range of garden furnishing and planters.

We saw people participating in gardening activities and heard from some family members that the opportunity to maintain this interest was really valued by them and their loved one.

The lounge and dining areas of the home were well used. These facilities were clean and well maintained, with neutral decoration and a range of furnishings. People enjoyed these areas, gathering for relaxation, planned activities and meeting fellow residents. This contributed to the friendly and homely environment we found at Haugh House.

How well is our care and support planned?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

People and their family members advised that they were consulted in developing personal plans, from the time of initial assessment through to service review. This process was ongoing and helped ensure care planning reflected people's needs, wishes and desired outcomes.

Personal plans were detailed and reviewed monthly. This helped ensure support was based on relevant and up-to-date information.

We noted improvement to personal plans, with a more consistent focus on documenting people's end of life care wishes and their spiritual needs. There was a good level of detail around people's life history, daily routines, likes and preferences.

Service reviews have been developed since the previous inspection. Reviews helped people to evaluate their outcomes and contributed towards future care planning approaches.

Improvement to personal plans and service reviews helped the service meet two related areas for improvement from the last inspection, from June 2023.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Audits should be undertaken in order to ensure that personal plans capture all key information relevant to a person's care, including; life stories, spiritual and end of life care needs.

Interpreter support should be accessed to assist with personal planning for non-native English speaking residents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14);

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15);

'I can access translation services and communication tools where necessary and I am supported to use these' (HSCS 2.10); and

'I receive and understand information and advice in a format or language that is right for me' (HSCS 2.9).

This area for improvement was made on 2 June 2023.

Action taken since then

There was no one resident at the home who required access to the services outlined in this area for improvement.

Management undertook audits of personal plans.

Personal plans had been developed and included a good level of detail around people's life history, spiritual and end of life care wishes.

This area for improvement has been met.

Previous area for improvement 2

All service reviews should have an evaluative focus, directly addressing outcomes arising from all key aspects of support.

Review should be detailed and ensure that they adequately capture the views of people who experience care and where applicable, those of family representatives.

Reviews should be undertaken at a minimum of six monthly intervals.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This area for improvement was made on 2 June 2023.

Action taken since then

Reviews had been with a more evaluative focus on outcomes arising from support. The views of people and their families were captured in review discussions. Reviews were convened as required or at six monthly intervals.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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